

OSDiscussions...

Spring, 2004
Volume VIII
Issue 3

Published by OSD for Commonwealth of Massachusetts State Departments

One Ashburton Place, Room 1017, Boston, MA 02108-1552, (617) 720-3300

This Issue.....

Enhanced Comm-PASS Arrives July 1!.....	1
Is that a bull's-eye painted on my forehead?.....	2
News from VRSPMT.....	2
Energy PMT News.....	3
Innovative Green Products on the Building Materials Cont....	3
News from VRSPMT Cont.....	3
OSD helps Support Great Contract Pricing for AEDs for Cities & Towns.....	3
Shedding "light" on Statewide Contract Pricing.....	4
Expert Help-As Needed.....	4
New Procurement Classes Available.....	4
Professional Services-Training PMT Briefs.....	4
STAR 2004-The Best Show To Date.....	5
The Office Teams Spring into action.....	5
Shedding "light" Cont.....	5
Facilities PMT Update.....	6
Medicine & Medical Services PMT Briefs.....	6
A Complete and Accurate Office Supply Contract.....	6
It's the "Lease" You can do...7	
Cost Savings on you Phone Bill (Current and Future).....	7
Recent OSD Updates.....	8
Goodbye & Hello From OSD..8	
OSD Helps Support Great Contract Pricing for AEDs for Cities & Towns.....	8
Medicine & Medical Services PMT Briefs Cont.....	8



Enhanced Comm-PASS Arrives July 1!

After July 1, 2004, www.comm-pass.com or any of the Comm-PASS links on www.mass.gov/osd will lead you to the Enhanced Comm-PASS site. Between now and then, the Enhanced Comm-PASS project team and OSD's PTL's, MIS Unit and support staff are working hard to complete tasks associated with testing and validating a new system, and converting

all the records from the current system to the new one.

Meanwhile, to support the conversion, no new solicitations or contracts and no updates are being posted on Comm-PASS. Visitors may still access all the existing information.

Agencies were notified earlier in the year of posting restrictions and some are accommodating updates on their own sites. In these cases, directions are in the Summary area of the specific posting.

Some agencies are postponing new business and updates until after July 1, and some are meeting announcement requirements through the Goods and Services Bulletin. To complete an announcement through this publication, go to <http://www.sec.state.ma.us/spr/sprintf/infogood.htm> for an online form.

Interested bidders currently subscribed to the Solicitation Notification System (SNS) will not receive any email notifications until the new system is installed since no new postings can be entered between now and then. All SNS subscribers with a valid account will be migrated to the new system and have access to the Basic Desktop which includes full-cycle email notification, document tracking, online bid response and online bidder conference capabilities.

Once the new system is available, existing Comm-PASS users and SNS subscribers with a login ID and password will be notified with instructions for accessing the new system and updating their Contact and Goods and Services Profile information.

Users with records in the current system will find all their records migrated to the new system. OSD contract managers will be updating all active statewide contracts to ensure that the Document Number presented in new Comm-PASS matches the Document Number in New MMARS. OSD is also providing a cross-walk from old to new on its home page under News & Updates at www.mass.gov/osd to ensure that New MMARS users have access to this information now.

Users' calls for help should be directed to their departmental System Administrator for resolution since most of the system controls lie with them. Departmental System Administrators can escalate technical issues beyond their capabilities to the Comm-PASS Helpdesk.

The Enhanced Comm-PASS Project is lead by Ellen Phillips, Deputy Purchasing Agent (ellen.phillips@osd.state.ma.us). The project manager is Joan Matsumoto, Director of eProcurement Systems (joan.matsumoto@osd.state.ma.us).

You can only get
OSDiscussions on
the Internet!

www.mass.gov/osd
under News And
Updates

OSDiscussions/Spring 2004

Is that a bull's-eye painted on my forehead? - Marge MacEvitt

This article will take a timeout from my usual topics of software and IT services, so I can share just a little of the information presented at the recent "Information Security Training Session" presented by The Commonwealth of Massachusetts Enterprise Security Board in partnership with the Information Technology Division (ITD). Ninette Day, of the FBI, talked about trends in security threats, one of which was a trend toward increasing attacks based on "Social Engineering." In the context of computer security, Social Engineering is defined as "An intrusion technique that relies on weakness in wetware." Wetware, as you've probably guess, is us.

Social Engineering

Ninette outlined several "social engineering" attack methods, including the following:

- Unsolicited eMail, aka "Phishing" (say it out loud): We've all been warned against opening attachments from senders we don't recognize. However, since it takes about 30 seconds to falsify an eMail header, even the sender you think you recognize could be an attacker. Although this is small protection, one thing you should do if there is anything odd about the subject line, or there is no subject line, check with the alleged sender before you open an attachment.

- Malicious web sites: Most computers are set up to accept "cookies" from websites so that the website will recognize the user when they make another visit. In both of the schemes below, the user is lured somehow to access the website, perhaps by an eMail with a link you can click to see what fabulous prize you've just won.

- Scheme 1: You visit the website, and even though you don't log in or provide any information, the website can grab your cookie file and see where you've been. Better yet, some websites use cookies to store your user-id and password, so the malicious website could grab those as well.

- Scheme 2: This scheme invites you to create a user-id and password so you can log in to take advantage of a free offer or other benefit. Harmless enough if you create a brand new user-id and password, but many people only have a small number of user-ids and passwords, and are likely to enter a set they use for other purposes as well. The web site can then capture other web sites you've visited from your cookie file (Amazon? eBay? your bank?) and try out the passwords you just gave it at those sites.

- Trojan programs: Here, the user gets an eCard or other eMail which, when opened, can allow a trojan program to be copied to their computer without the user's knowledge. A trojan program is different from a virus, in that trojan programs do not replicate themselves. This type of program can take control of your computer in very damaging ways. One example given by another speaker, Chris Dodgett, was of a trojan program that could capture all keystrokes entered by a user and send the information to a third party. Keystrokes including, of course, your user-id and password and well as anything else you entered.

Passwords and Patching

Your computer at work is probably behind a firewall and has virus protection installed and kept up-to-date. Your computer at home, if it ever connects to the internet, needs a firewall and up-to-date virus protection as well. With these basics in place, the two best ways to protect yourself from the majority of attacks are use of **strong, frequently changed** passwords or passphrases, and making sure your computer has the **latest security patches**. Strong passwords are AT LEAST eight characters, more is better, and contain uppercase and lowercase letters, numbers, and non-alphanumeric characters such as underscore. Long passphrases can be harder for hackers to crack than a short strong password - For example, My-favorite-food-to-eat-in-May-is-asparagus101 could be a good one, if the site accepts long passwords. Above all, though, the passwords must be memorable - the last place you want them is in a file on your computer or a sticky note nearby.

Electronic Banking

Ninette Day mentioned a case of a man who accessed his bank account from an Internet café in France, had his information stolen and his bank account emptied, and was told by his bank that they would not restore the funds because he had been negligent with his password. If you do electronic banking, it's important to know what your bank's policy is in the event that someone steals your password and cleans out your account. Three questions I'm planning to ask my bank immediately are: a) Would my funds be restored if the bank considers I was negligent in allowing my password to be stolen? b) What does the bank consider negligent? and c) If their definition of negligent changes, how will I be notified?

Private eMail Accounts

Much of the above is geared more toward internet safety at home than at work. To end on a work note, did you know that it is against Commonwealth policy to have a personal eMail account on a Commonwealth-owned computer? Apparently some of us don't, since 90% of the viruses that get through to Commonwealth computers come in through personal eMail accounts. So now you know.

News from Vehicles & Related Services Procurement Management Team - Ronald L. Whitaker

The Vehicles & Related Services Procurement Management Team has been doing some shifting during the spring months to adjust to a changing market.

Roadway Patch Materials, Hot Mix Materials (On & Off Season) VEH63: This RFR has been posted to the Comm-PASS website and the team is currently awaiting responses to the RFR. The RFR submission date is June 18, 2004.

Hybrid Vehicles VEH58: The VRSPMT has completed 75% of RFR and will be developing the specifications for the various vehicle categories, and an On Line Bidding Event will be employed. In addition, the team is developing language which will allow new Hybrid vehicles that may not be developed for years, to be added to the contract through an open enrollment. To date the team has posted a Request for Information (RFI) to assist in specification development. It anticipated that the RFR will be posted in June of 2004.

Auto Plate Coiled Aluminum VEH51: The RFR will be posted to Comm-PASS in June of 2004. The Commonwealth will be using the On Line Bidding Event/Reverse Auction available to the Commonwealth from Procuri Inc., the On Line Bidding vendor. The aluminum in this contract will be used to make license plates at the Department of Corrections (DOC). The team is currently forging an agreement with the state of Vermont to participate in the bid process.

Energy PMT News - Jim Ferri

Vendor Changes to Zones 7 & 8 for Gasoline

EN005 Unleaded Gasoline: Effective January 5, 2004, Global Petroleum assumed responsibility for Zones 7 & 8. This was the result of a Best and Final Offer which resulted from the request for a differential price increase to these zones from Sprague Energy, the previous vendor. Please refer to **OSD Update 02-49B** for additional information.

New Fuel RFR's in Process

A new statewide RFR for Unleaded Gasoline was issued on 05/03/04. This contract will replace the current statewide contract **EN005** in August.

A new statewide RFR for Propane was issued on 04/30/04. This contract will replace the current statewide contract **F5017**. Planned start date of 08/01/04.

In addition, RFR's are under development for #2 heating fuel, #4, #6 Residual fuels and Diesel Fuel. The team will be working to incorporate environmentally preferable fuels (biodiesel, ultra low diesel) into the new diesel contract.

East Coast Petroleum received an award at the Annual Affirmative Market Recognition Day

East Coast Petroleum is a women-owned SOMWBA certified business providing No.2 Heating Fuel to zones 2 & 3 under contract no. **EN008**. East Coast received a "best performance" award at this year's AMP event. Congratulations to owner Loretta DeGrazia and the East Coast team.



Innovative Green Products on the Building Materials Contract

- Dmitry Nikolayev

In April OSD awarded a new contract **#FAC27, Building Materials and Supplies**.

In addition to the usual categories, such as tools, paint and supplies, plumbing, and

appliances, the contract for the first time ever makes available to buyers certified wood and sustainable roofing products. This article will provide a brief explanation of what those products are.

It is hard to overestimate the importance of protecting the world's forests. Yet, this precious resource is quickly disappearing. One of the solutions for meeting today's high demand for wood and paper without losing our old growth forests is sound forest management. Forest certification provides an independent third-party assurance that the wood product you purchase comes from a forestry operation that meets strict management standards set by a certification program.

Roofs have a very high impact on building operation, energy use and property value. A good roof has to be durable, effectively protect the building from moisture, and help to control the indoor environment by reflecting the heat in the summer and keeping the heat inside the building in the winter. Sustainable roofing products achieve high energy efficiency by reflecting heat and not transferring it into the building (the rooftop temperature may be lowered by up to 100F), they may contain recycled rubber materials, include specially selected and planted vegetation to combat storm water runoff and even include photovoltaic elements to generate renewable energy for your building.

Please look for more information on these products in the upcoming OSD Update!

News from Vehicles & Related Services Procurement Management Team.....Continued from page 2

Windshield & Glass Replacement for Vehicles

VEH26: New lower pricing has been submitted and approved for VEH26. Additional information will be disclosed in the forthcoming OSD Update.

Motorized Vehicle Parts VEH11: The Team has extended this contract through March of 2005. Please note this is the last extension for VEH11, a new contract will be developed in the fall of 2004. We are currently seeking PMT members to help in the development of a new RFR.

Half Ton P/U Truck VEH27: This contract has been extended through April of 2005. The PMT is pleased to announce no increase in pricing for 2005 models.

Boat, Parts and Supplies RFR VEH52: The VRSPMT will not schedule meetings again until the fall of 2004. We are looking for PMT members to work on the RFR. Please contact the PTL Ronald L. Whitaker if interested.

Street Sweeper VEH # pending: The development of an RFR has been placed on hold until the fall of 2004. We are looking for PMT members to work on the RFR. Please contact the PTL Ronald L. Whitaker if interested.

If you are looking for an active role in making a difference in the statewide procurement process, then the VRSPMT is for you. You may contact the Procurement Team Leader, Ronald L. Whitaker at 617-720-3112 or via email at Ron.Whitaker@osd.state.ma.us. Happy and safe driving!

OSD Helps Support Great Pricing for AEDs for Cities and Towns - Peter Sasso

Over the past few months the Procurement Team Leader has been working with the Executive Office of Public Safety, in partnership with the Department of Public Health and the American Heart Association on a program authorized by the State Legislature to supply municipalities in the Commonwealth with Automatic Defibrillator Units (AEDs). All the manufacturers and distributors on our statewide contracts were invited to submit pricing on the models that they presently supply on their contracts. This same process was done last year with volume discounts on another proposal and this year the distributors and manufacturers on the statewide contracts were requested to give us the best pricing possible. It worked very well this year for our Commonwealth municipalities. The distributors and manufacturers on our HSP18

Equipment Contract and the Public Safety and EMS contract **FIR02** pricing for AED units was 20- 40% **less** than last year. These are great savings from the statewide contracts which will allow the municipalities to purchase more units to protect people from sudden cardiac arrest.

The HSP20 Medical/Surgical GPO Commodity contract has been renewed with Managed Health Care Associates,

(Continued on page 8)

OSDiscussions/Spring 2004

Be sure to check out the next issue of OSDiscussions for continuing updates on the Enhanced Comm-PASS project!

Page **Four**

Looking for a Statewide Contract?

Try the OSD Current Statewide Contracts listing at www.mass.gov/osd & follow the links to the Current Statewide Contract site or

Search Comm-PASS
www.Comm-PASS.com

OSDiscussions/Spring 2004

Shedding "light" on Statewide Contract

Pricing - Kristal Doherty

The Facilities and Environmental Services PMT would like to shed some "light" on recent pricing issues regarding the Statewide Contract for Electrical and Lighting Supplies.

Currently, under the Electrical and Lighting Supplies Statewide Contract #FAC22, a 100 watt light bulb can be purchased from any of the awarded contrac-

tors for well under \$.73 cents which was quoted recently in the press. NorthEast Electrical Distributors' price is \$.18, Standard Electric is \$.19, and GrayBar is \$.20. Clearly our cost when purchasing from the Statewide Contract is lower than the State of Virginia's price of \$.023 which was also mentioned in the press.

The confusion seems to stem from the fact that eligible entities do have a choice in purchasing from various Statewide Contracts. This allows users flexibility to determine what the "best value" for their agency actually is. A contract user who is purchasing office supplies could determine that best value for them would be to include a few bulbs with their order as opposed to making a separate order with a lighting contract. In this instance, the cost of the same 100

(Continued on page 5)

New Procurement Classes Available - Jeanne Campbell

In addition to the current classes offered on a monthly basis (Procurement 101 - The Basics, Incidental Purchasing and Other Procurement Exceptions, and Guidelines for Writing an RFR), OSD is introducing two new trainings:

Statewide Contract Informa-
tion is a two hour session with the

first segment devoted to presenting general information regarding statewide contracts (what are they, how are they developed, how to access them) and the second half devoted to a specific category of statewide contracts

(**Tradespersons - FAC 29 and Industrial/Commercial Equipment & Supplies - FAC 28**). The Environmentally Preferable Products Program will also be discussed. This session is co-led by the Director of Training and OSD Procurement Team Leaders. **Next Class:** June 16, 2004 at 10:00 - 12:00 in Boston.

Developing Evaluation Criteria and the Evaluation

Process is a two hour session designed to assist staff in learning how to create good evaluation criteria for each procurement and establish a fair evaluation process. A comprehensive evaluation enables you to select the best vendor. Come discuss your concerns with others and find some solutions! Bring evaluation tools your department has used! **Next Class:** June 16, 2004 at 1:30- 3:30 in Boston

For information or to register send an email to: jeanne.campbell@osd.state.ma.us



EXPERT HELP - As Needed

- Tess Francisco

There is frequently a need for departments to evaluate what has been done in the past and to make a plan for the future. The **Management Consultant, Program Coordinator, and Planner Services Contract (ST2H141)** may be

just what you need. This Statewide Contract began in FY03, and is designed to provide services in seven specialty areas. The areas offered are finance, human resources, organizational development, education, health services, the environment, and program development. The contract number is **ST2H141**, and after July 1, 2004 will convert to contract number **PRF06**. There are over sixty contractors, both large and small in size, to meet users' needs. This contract is available to all entities deemed eligible by the State Purchasing Agent. Each eligible entity that uses the contract is referred to as a 'contract user entity' or CUE.

For more guidance on using this contract please use OSD's Comm-PASS site (www.mass.gov/osd). The guidance included in this article is limited, so if there are any questions, please contact Tess Francisco at (617) 720-3135 or by e-mail Tess.Francisco@osd.state.ma.us.

- Refer to **OSD Update 03-24**;
- Use the current list of contractors that's posted on the Comm-PASS site;
- Check the OSD list of Statewide Contracts to determine if there is a Statewide Contract that is a better match for their exact needs. All contractors are prohibited from rendering services under **ST2H191** that are offered under other Statewide Contracts;
- Solicit quotations using the 'Statement of Work' form for this contract, which is posted on the Comm-PASS site;
- Quotations from a minimum of three (3) contractors are required from contractors offering services in required specialty area or areas;
- 'Statement of Work' solicitations for quotations should be sent to **ST2H191** contractors via e-mail;
- Copies of each offer (sent to a minimum of 3 contractors) must be retained in CUE records;

Rates for this contract are set up for payment via two separate options as either per individual/per hour or per individual/per day.

For information on any of the above mentioned contracts, please contact Tess.Francisco@osd.state.ma.us or at 617-720-3135.

Professional Services - Training - PMT Briefs

- Brian Putnam

New MMARS will be here soon and training contracts will have different numbering in new MMARS: The **E-Learning Contract (PRF14)** is loaded on the MSA tables in old MMARS as ST3J503 in new MMARS it will be MA PRF14. Information about PRF14 is contained in OSD Update 04-09 which is located on Comm-PASS www.mass.gov/osd. The **Statewide Training and Organizational Contract (PRF10)** is loaded on the MSA tables in old MMARS as ST7J502 in new MMARS it will be loaded as MA PRF10. Information about PRF10 is contained in OSD Update 98-23J which is located on Comm-PASS www.mass.gov/osd.

If any of the readers would like to contact me (PTL Brian Putnam) my direct phone number is (617) 720-3328 and my e-mail is brian.putnam@state.ma.us.



STAR 2004 – The Best Show To Date! - Bill Funk

Yes, STAR 2004 was an exceptional event attracting almost 2,500 attendees over two days with an unprecedented 304 exhibitors. An excellent cross section of Commonwealth employees from many State Agencies and Authorities, Cities and Towns and Municipalities, Human and Social Service, Non Profit Organizations, Colleges/Universities, Public Schools (K-12), Non-Massachusetts State Agencies and Federal Government were represented. With 1,200 people from Commonwealth Departments and Authorities and 203 Cities/Towns/Municipalities there was no question that some exhibitors felt that this was time well spent.

Exhibitors had opportunities to present new commodities and services to many while answering questions for others in this hands-on environment.

STAR 2004 had a variety of Education Workshops that were well attended and which attendees found informative and timely especially with NewMMARS and Enhanced Comm-PASS. Those attending from Cities and Towns appreciated the session offered on Basic Overview of Procurement Laws Applying to them.

There is no question that the time taken by all to attend or exhibit at STAR 2004 was well worth it. Attendees were able to meet with more vendors on a daily basis than they could have scheduled appointments for during a standard work day. Exhibitors conducted business with attendees, introduced themselves and got a great idea on what the needs of various departments are in months to come.

Are you ready for STAR 2005, May 3 & 4, 2005 in Worcester?

The Office Teams Spring into action “in the best interest of the Commonwealth” - Bob Guerard & Debbie Combra

The Office Teams welcomed Deborah Combra as the new Deputy Procurement Team Leader for Office, Recreational and Educational, Equipment, Supplies and Services. Deborah will directly manage the following contracts; OFF04 Audiovisual, OFF06 Toner Cartridges, OFF10 Digital Duplicators, OFF12 Boxes - Archival Storage and Corrugated, Plastic Rental Boxes/Crates and packing Materials, OFF14 Recreational/Athletic/Physical Fitness Equipment, OFF17 Film, Photographic, Audio and Videographic Services and Supplies. Bob will continue as the secondary backup with regards to the contract management.

Current Office Request for Response (RFR) under evaluation

Photocopiers, Printers, Facsimile/Multifunctional Equipment, Supplies and Services (OFF16): The Procurement Management Team (PMT) received 31 bids with most bidders submitting bids in multiple categories of the RFR. The PMT began the evaluation process in April and is attempting to finalize the evaluations and final negotiations by mid-July. The current **OFF02, Photocopier Contract** and **OFF09, Facsimile Contract** will remain in effect until **OFF16** is awarded. As a reminder, when awarded, the contract will also migrate the purchase or lease of laser, led and solid ink printers from the current **ITC03, ITC05 & ITC06** contracts to the **OFF16** Contract. Watch COMM-Pass where the **RFR OFF16** awards will be posted, an OSD Update release and future OSD discussion articles for more details.

Migration of current Office Contracts to New Future Office Contracts

Audiovisual Equipment Supplies and Services (OFF04): This contract will continue through the winter of 2004 until the new **OFF18 (Multi-Media Systems)** is awarded. The PMT has been working on the language to enhance this contract with the “state of the art” products that will deliver the highest Multi-Media Systems (including Audio Video Products, Analog and Digital Equipment, Systems Integration, Installation and Services. Company presentations have given the PMT a different view of how the industry has changed since the last RFR was developed. This PMT has a lot of research work ahead of them to include all the bells and whistles to this contract. Please keep your eye on the Comm-Pass website for updated information on OFF18.

Office Supplies, Recycled Paper & Envelopes (OFF19): The PMT conducted interested Vendor Presentations from 15 vendors who have shown and interest in submitting a bid for a new Office Supplies and Recycled Paper & Envelope contract. The PMT intends to release a new bid in the early Fall for award prior to the end of December, 2004. The PMT has extended the current **OFF01** Contractors until December, 2004 with price reductions in the range of 2% - 5% on contract pricing.

Office Furnishings Contract (OFF03): In September, 2004, a new PMT needs to begin to develop a new comprehensive furniture contract. We need those individuals who currently utilize the contract or have the expertise within your organization to step forward and be heard. Please contact Robert Guerard at 617-720-3321 or by E-mail at Robert.guerard@osd.state.ma.us as soon as possible to volunteer your time. Remember, an improved contract will result in utilizing your tax dollar to its fullest.

Reminder: If you feel you have a large dollar volume or large quantity volume that you may be interested in purchasing in regards to any office contract please do not hesitate to contact Robert Guerard at 617-720-3321 or e-mail at Robert.guerard@osd.state.ma.us or Deborah Combra at 617-720-3305 or e-mail at debra.combra@osd.state.ma.us.

Shedding “light” on Statewide Contract Pricing..... Continued from page 4

watt light bulb would be significantly higher at \$0.63 cents to \$1.19. However, the administrative savings of only handling one order may more than compensate for the cost difference. This choice belongs to the contract user. OSD guides all entities to use the lighting contract when making large purchases, as this would obviously result in substantial savings.

For more information on the Electrical and Lighting Supplies Statewide Contract (FAC22), please reference the OSD Update (00-15C) located on the Comm-PASS website (www.Comm-PASS.com)

For all other Facilities and Environmental Services contract questions or to join the PMT, please contact Kristal Doherty at 617-720-3128 or kristal.doherty@osd.state.ma.us or Michelle Bessler at 617-720-3139 or michelle.bessler@osd.state.ma.us. The Procurement Management Team is encouraging anyone interested in these types of contracts to join us. The PMT meets once a month on the second Thursday of each month to review current contracts and to determine what new contracts should be developed. We welcome all input and participation.

Save money on your next print job by contacting Central Reprographics at (617) 720-3317

Facilities PMT UPDATE - Betty Fernandez

Clothing

Uniform Apparel, Footwear and Accessories (CLT04): The Uniform Apparel Procurement Management Team (PMT) is pleased to announce the RENEWAL of the Statewide Contract for **Uniform Apparel, Footwear and Accessories (CLT04)** with seven contractors for an additional twelve months. The contract covers the following four categories: basic uniform, footwear, accessories and miscellaneous items. In addition to the categories mentioned, this contract also provides pricing for customized items for the State Police and the Department of Correction, pricing for emblems, patches, insignias, etc. and environmentally preferable safety vest.

The renewal of this contract is effective for twelve-months from February 25, 2004 through February 24, 2005 with two options to renew at twelve months each remaining. **OSD Update 01-27B** General Information and the list of contractors is now available on Comm-PASS (www.comm-pass.com).

Public Safety

Chemical Agents and Less than Lethal Munitions (LAW04): **Contract Renewal:** The Law Enforcement PMT is pleased to announce the RENEWAL of the Statewide Contract for **Chemical Agents and Less than Lethal Munitions (LAW04)**, with four contractors for an additional twelve months. The renewal of this contract is for a twelve-month period from March 20, 2004 through March 20, 2005 with one additional twelve-month option to renew remaining. **OSD Update 02-31B** General Information and a list of contractors is now available on Comm-PASS (www.comm-pass.com).

Body Armor Vests (NASPO) Solicitation Announcement (LAW05): *A Note of Interest for Law Enforcement Entities:* The Law Enforcement Procurement Management Team (PMT) has agreed, on behalf of the Commonwealth and with the State of Colorado as the lead, to participate in the solicitation as a potential user of the resulting Master Price Agreements to provide Body Armor Vests. The other participating states are Alaska, Arizona, Arkansas, Hawaii, Iowa, Idaho, Louisiana, Massachusetts, Missouri, Minnesota, Nevada, Oregon, Rhode Island, South Dakota, Utah and Washington.

Categories for the Body Armor Vests include but are not limited to Bullet Resistant Vests, Stab Resistant Vests, Tactical Vests and Special Use Vests. The close date for this solicitation was June 3, 2004. Additional information regarding this solicitation may be obtained on the Comm-PASS web site www.comm-pass.com.

On a Personal Note: A special thanks of appreciation goes out to all PMT members and statewide contractors involved with the clothing, food, public safety and fire contracts that attended and participated in making STAR 2004 such a success!

If interested in getting involved with any of the initiatives mentioned above, or if you have any comments, suggestions or concerns please contact Betty Fernandez, PTL, 617-720-3133 or E-mail: Betty.Fernandez@osd.state.ma.us

Medicine & Medical Services PMT Briefs - Brian Putnam

The following contracts have been extended: - **MED17-Pharmacy Prime Vending** to June 30, 2006; **MED18 Pharmacy GPO** to June 30 2006; **MED22-Referenced Lab Services** to June 30, 2006. MRC is in the process of extending contracts with vendors on **Hearing Devices (MED05-MEDA5)** and **Prosthetic Devices MED06** to June 30, 2007.

New MMARS will be here soon and some of the contracts will have different numbering in new MMARS: **Referenced Lab MSA ST3J251** will be **MA MED22; Maintenance and Repair**

(Continued on Page 8)

A Complete and Accurate Office Supply Contract Price Comparison - Bob Guerard

Over the past three years I have had many non-executive procurement personnel contact me inquiring about the OFF01 Statewide Stockless Office Supply Contract. Many of these non-executive procurement personnel who have the ability to utilize the statewide contract believe in some cases that it is in their best interest to conduct their own bids in an attempt to receive line item pricing lower than the statewide contract. I have explained the benefits of joining the statewide contract and in some instances those who have joined have seen the benefits of consistent pricing, quality product, excellent and consistent delivery and reduced administrative cost by utilizing both Contractors web-based online ordering systems.

Our reading audience may not be aware of a requirement at OSD known as "COPS" which stands for "Check Our Prices". COPS is our ongoing effort to ensure that the prices and value available using statewide contracts is competitive for our customers not just on the day the contract is established but throughout the duration of the contract. As part of my COPS review and in an attempt to address some of the inaccuracies presented in a recent publication regarding the pricing of OSD's office supply contract, I have posted a line item comparison of pricing for a Fiscal Year 2004 contract award which compares OSD's statewide contract prices to a recently established City of Boston contract. Our comparison indicates that the statewide office supply contract is **23.39%** less expensive than the City of Boston contract. The comparison is located on our Comm-PASS site at the following address: <ftp://ftp.comm-pass.com/Data/0001000028.xls>

OSD continues to believe that it is in the best interest of all public purchasers within the Commonwealth to aggregate and partner together on procurements for those commodities and services necessary to conduct business. We invite all non-executive departments to use our statewide contracts and to communicate directly with us when there is evidence that our contracts may no longer represent "best value" for public purchaser. OSD invites all interested public entities to join us as we continue to create new statewide contracts as a vehicle for increasing everyone's purchasing volume collectively.

If anyone has a question or concern feel free to contact me at 617-720-3321 or via e-mail at Robert.guerard@osd.state.ma.us I welcome the feedback.

New Solicitation Notification Services

Interested in automatic email notifications when a new solicitation matching your customizable profile is posted? Go to <http://www.Comm-PASS.com> and learn about the new Solicitation Notification Services available by subscription!

E-mail anyone at OSD by sending it to their first name.last name @osd.state.ma.us
A listing of OSD telephone numbers can be found at www.mass.gov/osd

Page **Seven**

E-mail *anyone* at OSD by sending it to their first name.last name@osd.state.ma.us

A listing of OSD telephone numbers can be found at www.mass.gov/osd

OSDiscussions/Spring 2004

It's the 'Lease' You Can Do - Gloria D. Harris

Is it better to lease or purchase essential IT equipment? This question becomes more important as Departments grapple with funding challenges during continued budget slicing. Leasing rather than purchasing can present an opportunity for doing more with less budget dollars. Let's look at the *What, Who, When and How* of this option before deciding.

What leasing method can be used for computers?

Statewide Contract ITC02 for operational term leasing. Level lease payments can be spread over the equipment's useful life (typically 3 years). Purchasing outright requires a large up-front payment during a fiscal year. Leasing the equipment can free up budget dollars each year for other projects.

Who is required to use Term Lease?

Executive branch agencies. (See Information Technology Division's website for more information on "Leasing Guidelines for Executive Office Agencies" and "Leasing Options" .) <http://www.mass.gov/itd/leasingprogram/leasingprogram2004/itdleasingprogram.html>

When should Term Lease be used?

- Project has undetermined duration but is less than 48 months.
- Project is limited duration, capital funded and TELP is not an option.
- Need for rapid technology change.
- Departments are downsizing, relocating or reorganizing.
- Need to be flexible and to respond quickly.

Also, use of term leasing requires that:

- Departments have a clear and approved business plan.
- Departments understand the life cycle of their equipment according to their business strategy.
- Funding is secured at the beginning of the lease to assure payment throughout the term of the lease.
- An executable plan is approved that covers the end of the lease so that equipment may be replaced or retired without any disruption of service.
- Departments must have a technical strategic plan.

How?

ITC02 lease process is used jointly with the Lease Quotation and Acceptance (LQA) form to get the most competitive equipment and lease pricing. Process details and the LQA form are posted @ www.commpass.com with the other ITC02 contract documents.

If you have had any experience leasing IT equipment, the IT Hardware Procurement Management Team wants to hear from you. Tell us what your experiences have been—good or bad! What are the leasing lessons you have learned? Can you suggest any changes that will improve the process?

Thanks in advance for all comments to IT Hardware Procurement Team Leader, Gloria Harris @ gloria.harris@osd.state.ma.us or call 617-720-3106.

Cost Savings on your Phone Bill (Current and Future)

- Dick Morduant

Telephone bills for agencies can be very complicated and few people know much about them. First, a little history and then two different ways your agency can get additional savings.

Without many people knowing about it OSD and ITD together have already provided savings by holding off a Verizon \$2 increase per month per Business Exchange Service phone lines(1MB, ALS)) for one year. The Commonwealth has about 9000 exchange service phone lines. (9000 x \$2 x 12= \$216,000 in savings already!) Verizon increased the cost to almost all their Massachusetts customers as of 8/1/03 except for entities using the Commonwealth's contract ITT09. We were able to postpone this price increase because of our contract provisions. You may have already been billed for this increase but Verizon will provide a credit in your June 2004 bill!

Here is the easiest way to save. The Verizon \$2 per month increase will start 7/1/04. If you have Verizon business exchange service today you can reduce the cost increase to \$1 by committing to stay with Verizon for each exchange phone line for 24 months. Find out how many Business exchange lines you have and then do the math. (There is no penalty for early termination!)

To make the 24 month commitment, email a CNS Service Request Form to Commonwealth.Mass@Verizon.com or fax your CNS Service Request Form to 800-721-0700. Call Verizon at 1-800-697-2901 with any questions. The CNS Service Request Form can be found on Comm-PASS for ITT09 or pointing your web browser to <ftp://ftp.comm-pass.com/Data/00826761.xls>. On your CNS form, your agency should include a list of your business exchange numbers as well as a request to convert your agency to the 24 Month Business Exchange Service Agreement.

The second way to save requires decisions and a little more work. Each entity should determine whether switching from their current local phone service contractor to another contractor would save money or whether switching to a Centrex service would save more. Entities should refer to OSD Update 01-14C for other local phone service providers or to the Centrex OSD Update for the option of using Centrex phone service.

As an example, the current Centrex contractor is also on the Commonwealth's local phone service statewide contract ITT09. By switching to Centrex service, an agency could save approximately \$144 per line per year. Also, there is a one time \$50 per line installation fee and a \$41 per request fee for Centrex.

Here is a sample savings for converting 100 business exchange service phone lines in one entity.

Annual savings \$14,400 (\$144 x 100 lines)

Cost to convert (\$5,041) (\$50 install x 100 + \$41 request)

First year savings = \$9,359 Second year savings = \$14,400

Break even is 4.2 Months

You can convert your business exchange phone line to Centrex and retain the same phone number! The one disadvantage may be the Centrex requirement to dial a single digit (between 2 and 9) for an outside line. If the phone line goes into a fax machine or PBX this may require a setup change to the equipment. The Centrex contractor will be happy to assist your agency in developing a plan to convert your lines to Centrex service. Please contact your Verizon Account Manager for assistance with Centrex services.

Recent OSD Updates

(Copies of OSD Updates are available, listed by category and numerically, on the Internet at www.mass.gov/osd)

PMT	Statewide Contract(s)	Contract Number(s)	OSD Update	Action
Clothing & Toiletries	Uniform Apparel, Footwear and Accessories	CLT040100 - CLT040700	01-27B	Contract Extension
Energy	No. 2 Heating Fuel, No. 4 & No. 6 Fuel Oil	EN008, EN009, EN09A	02-51B	Contract Extension
Energy	Unleaded Gasolines	EN005	02-49C	Contract Extension
Energy	Diesel Fuel	ENE09	02-19C	Contract Extension
Facilities	Energy Saving Power Controller for Vending Machines etc.	FAC38	04-20	New Contract
Hospital	Laboratory & Monitoring Products	HSP13	02-35A	Contract Extension
Hospital	Medical & Surgical Commodities for GPO	HSP20	04-01A	Contract Update
Hospital	Medical & Surgical Commodities Dist.	HSP21	04-02A	Contract Update
Information Tech.	Centrex Services	ITT18	04-24	New Contract
Information Tech.	Data Entry Services	ITC07	00-63B	Contract Extension
Information Tech.	Info. Technology Supplies & Accessories	ITC08	01-40B	Contract Update
Information Tech.	Info. Technology Supplies & Accessories	ITC08	01-40A	Contract Extension
Information Tech.	Paging Devices and Services	ITT08	00-60C	Contract Extension
Information Tech.	Internet Services & Hosting Services	ITT13	04-03A	Contract Extension
Law Enforcement	Chemical Agents & Less than Lethal Mun.	LAW04	02-31B	Contract Extension
Law Enforcement	Veterinary Services	ST4J521	04-17	New Contract
Medicine	Influenza Vaccine for 2004-2005	MED28	04-22	New Contract
Office Supplies	Recycled Paper & Envelopes	OFF05	99-20L	Pricing Update
Office Supplies	Printer Laser Toner Cartridges & Ink	OFF06	99-37H	Contract Updates
Office Supplies	Jet Cartridges, Remanufactured & New			
Office Supplies	Express Next Day, Second Day, Ground and International Services	OFF11	01-32B	Contract Extension
Office Supplies	Recreational/Athletic/Physical Fitness Equip., Accessories, Supplies & Services	OFF14	03-02B	Contract Updates
Policy Guidance	U.S. General Services Administration	GSA	04-19	New Policy
Policy Guidance	Policies & Guidance regarding MMARS		04-23	New Policy
Professional Svcs.	Conference Center Use, STAR and Other Events	ST2E221	02-37B	Contract Extension
Professional Svcs.	Electronic Payment Processing Svcs.	ST2J101	04-16	New Contract
Professional Svcs.	Foreign Language Written Translation & Oral Interpretation Services	ST7J511 / PRF01	98-07F	Contract Extension
Professional Svcs.	Temporary Help Services	ST8J461	98-46E	Contract Extension
Surplus Property	Scrap Tire Disposal Services	SSPO1	04-18	New Contract
Telecommunication	Telecommunication Services Audit Pgrm	OSC-RO-00-02, OSC-RO-00-1	00-58B	Contract Extension
Telecommunication	Telecommunication Services Audit Pgrm	OSC-RO-00-02, OSC-RO-00-1	00-58C	Contractor Update
Vehicle	Light Duty Natural Gas (CNG) Vehicles	VEH38A	04-21	New Contract

Goodbye & Hello From OSD

Welcome to Michael Benn who joined OSD as our new Manager of Central Reprographics this Winter. Michael will be located at Central Repro Charlestown office and available to meet all of your printing needs.

Also congratulations to Debra Combra, aka "Deb and/or Debbie", on her promotion to Deputy Procurement Team Leader for Office. For the past two years Deb has been with OSD perfecting her skills and knowledge of our Procurement process as a Procurement Team Coordinator (PTC). Good luck and continued success at OSD!

OSD Helps Support Great Pricing for AEDs for Cities and Towns...Continued from page 3

Inc. for another year. The PMT has been working with MHA to review the products and pricing on their contracts for better savings by using the GPO. MHA negotiates directly with the manufacturers to set up cost effective contracts accessed through our distributors. The PMT has been busy compiling lists of the most commonly used items in their facilities and comparing them with pricing. Additionally the products and items have been evaluated and selected to standardize for best pricing. Many items are already contained in the MHA contracts but others have been added by the PMT for MHA negotiation with the manufacturers for the best possible price for the Commonwealth. Over the next year it is our hope that significant savings will be realized as a result of continued evaluation of better pricing due to standardizing commonly used medical commodities.

If you would like to join us at this exciting time to save significant money on our medical contracts please contact Peter Sasso at (617) 720-3307 or via email at peter.sasso@osd.state.ma.us.

Medicine & Medical Services PMT Briefs

.....Continued from page 6

Medical and Lab Equipment MSA ST4L491 will be **MA MED25**. **PA MED04-MEDA4 Vision Devices** managed by MCB will become **MA MCBV1**. **PA MED05-MEDA5 Hearing Devices** managed by MRC will become **MA MRCH1**. **PA MED06 Prosthetic Devices** managed by MRC will become **MA MRCP1**.

Influenza Vaccine for the 2004 - 2005 Flu Season (MED28) has been awarded to McKesson Medical and Surgical Inc. To ensure delivery in the Fall pre-book by June 18, 2004. Please see OSD Update 04-22 on Comm-PASS for details.

If readers are interested in becoming a member of the Medicine and Medical Services PMT or need additional information on the above mentioned contracts, please contact Brian Putnam at (617) 720-3328 or via e-mail brian.putnam@state.ma.us.

OSDiscussions/Spring 2004

General comments about this newsletter can be directed to:

Suzanne.Pierre@osd.state.ma.us